PitBoss User Manual

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INTRODUCTION

How Does the PitBoss Work

Your PitBoss uses sensors to detect high water levels in your sump pit. When your PitBoss detects water, a loud audible alarm is sounded first, and then it sends text messages notifying you that it detected water to up to three phone numbers of your choosing.

Your PitBoss has its own phone number, just like your cell phone does. You configure your PitBoss by sending SMS messages to your PitBoss' phone number from your cell phone (just as if you were texting your best friend.)

This manual describes the installation, configuration, and operation of your PitBoss. Please read it carefully.

What Comes With Your PitBoss

Your PitBoss comes with everything you need to monitor your sump pit. The items below come packaged with your PitBoss.

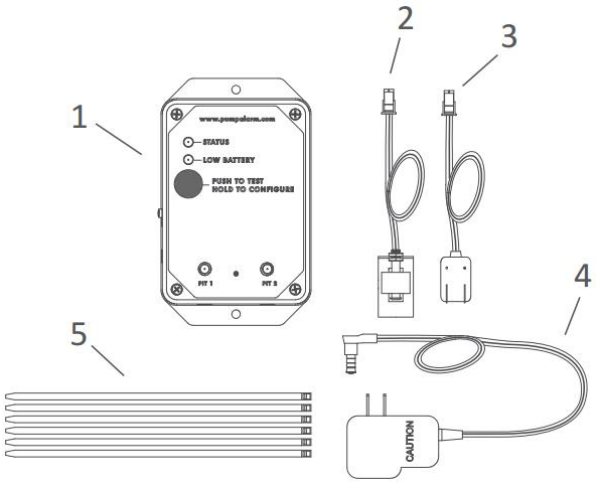
(1) **PitBoss**
Contains the electronics that are used to monitor your sensors and to send text message notifications

(2) **15 ft Digital Float Sensor**
Used by the PitBoss to detect water in your sump pit

(3) **15 ft Digital Water Sensor**
Used by the PitBoss to detect water on flat surfaces

(4) **A/C Power Adapter**
Used to provide power to the PitBoss

(5) **Six Mounting Straps**
Used to install the PitBoss and sensors



Getting to Know Your PitBoss

The following illustration describe the physical features of your PitBoss

(1) **Status Light**
Indicates the status of the PitBoss

Refer to the Light Blink Patterns section for a description of the blink patterns

(2) **Low Battery Light**
Indicates the backup batteries are low and should be replaced when the light is flashing

Replace with (4) AAA alkaline batteries only, do not use “heavy duty” batteries

(3) **Push To Test/Hold To Configure Button**
Momentarily pressing and releasing this button will send a test notification to all phone numbers configured in the unit

Holding this button for 3 seconds will put the unit into configuration mode

(4) **Sensor 1 Status Light**
This light will blink on and off while sensor 1 detects an alarm condition

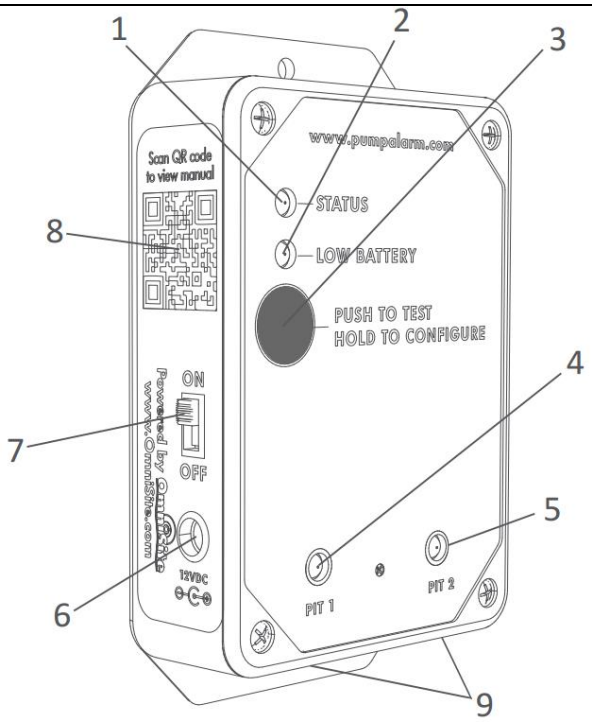
(5) **Sensor 2 Status Light**
This light will blink on and off while sensor 2 detects an alarm condition

(6) **Power Jack**
The power plug from the A/C power adapter plugs in here

(7) **On/Off Switch**
Turns the PitBoss on and off

(8) **QR Code**
Scan this QR code with your smartphone to download a copy of this manual

(9) **Sensor Input Jacks**
The included sensors plug into these jacks



INSTALLATION

1. Device Activation

Your PitBoss must be activated before it will communicate on the cellular network. During the activation process, you'll select a payment plan and enter your billing information. Upon successful activation, you'll receive the phone number for your PitBoss.

1. Using a computer or smartphone, navigate to the following link:

   www.PumpAlarm.com/activate

2. Enter the 6 digit alphanumeric unit number on the top of your unit.

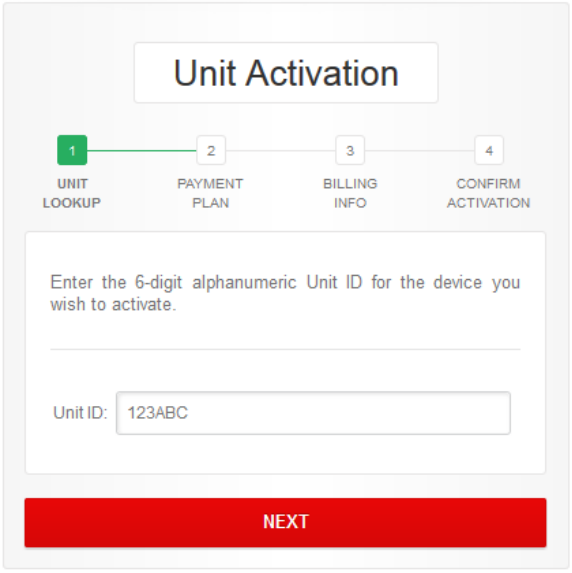
3. Select your payment plan and enter your billing information.

4. Once activation is complete, you'll receive an email with the phone number of your unit.

5. Once you receive your PitBoss phone number, add the phone number to the contact list of your cell phone.

   Refer to the user's manual of your cell phone for more details on how to add a new contact:
   a. Create a new contact
   b. Enter a name for the contact such as "My PitBoss"
   c. Enter the phone number of the PitBoss for the contact

Top of Unit

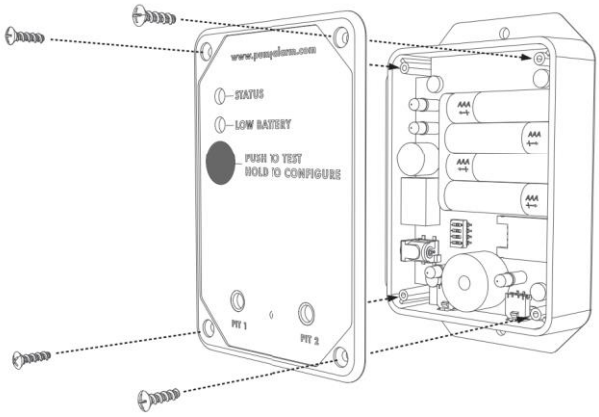


2. Install Backup Batteries

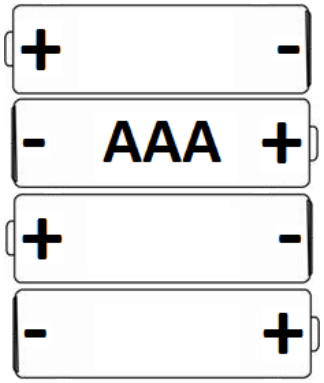
Your PitBoss uses 4 AAA alkaline batteries as a backup power source to keep itself powered up when electrical power is lost to your home. The backup batteries are not included, but must be installed prior to using the PitBoss.

1. Remove the 4 screws in the PitBoss cover.
2. Remove the cover from the PitBoss and place it aside.
3. Install 4 AAA batteries in the battery holder inside the PitBoss. Use alkaline batteries only, do not use “heavy duty” batteries.

   Ensure the batteries are installed in the correct polarity (the negative end of the battery touches the spring in each holder).



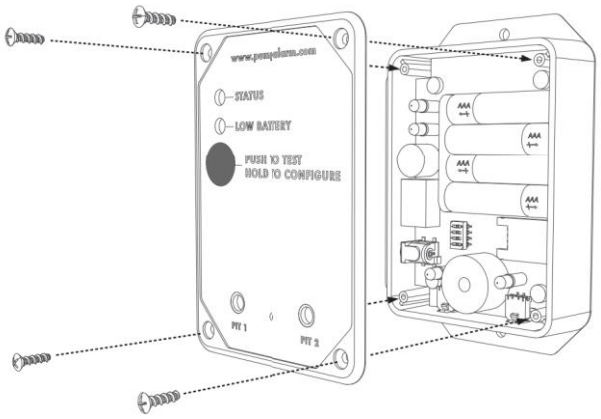
Battery Polarity:



3. Reinstall Cover

The cover can now be reinstalled.

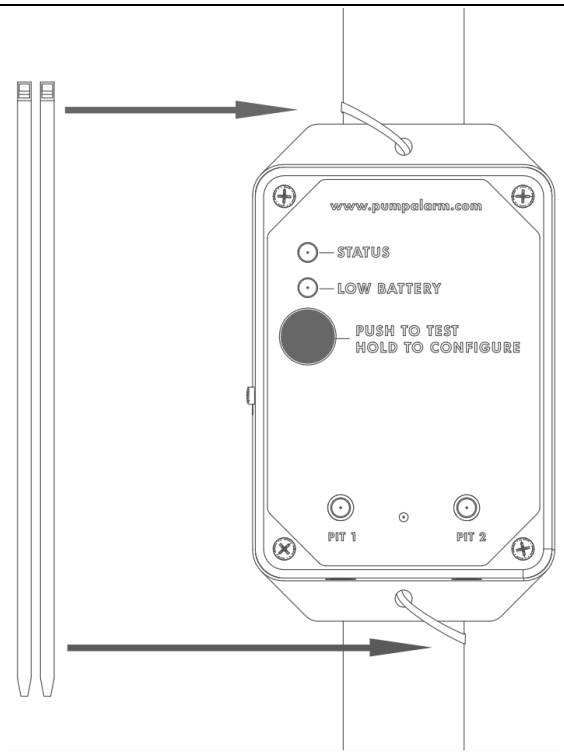
1. Reinstall the cover onto the PitBoss.
2. Reinstall the 4 screws into the cover.

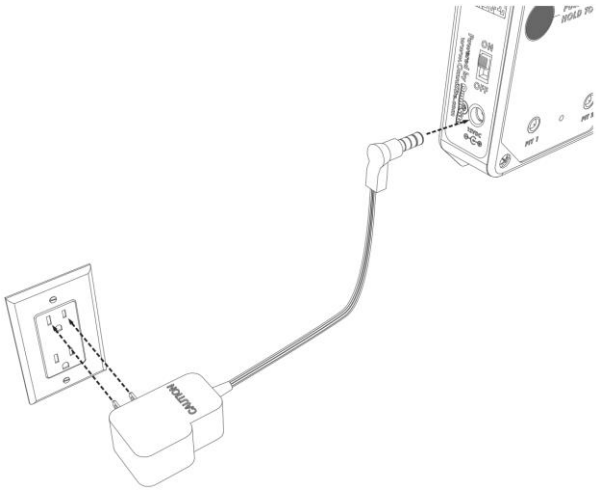


4. Mount the PitBoss

The recommended installation method is to strap your PitBoss to the discharge pipe of your sump pit. However, the PitBoss can also be wall mounted.

1. Locate two of the mounting straps that came with the PitBoss.
2. Run a mounting strap through the top hole of the PitBoss enclosure.
3. Wrap the mounting strap around the discharge pipe, but don't pull it tight yet.
4. Position the PitBoss so it is about 4 feet above the floor and then pull the top mounting strap tight.
5. Run the other mounting strap through the bottom hole of the PitBoss enclosure.
6. Wrap the mounting strap around the discharge pipe and pull it tight.
7. Plug the A/C power adapter into the PitBoss and then plug it into a 120VAC outlet.

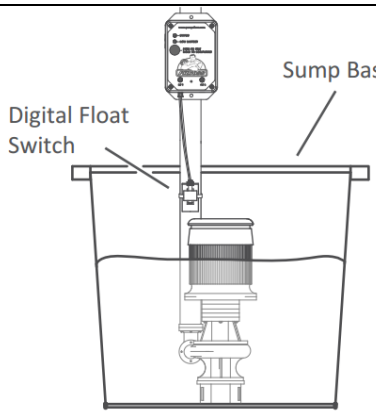


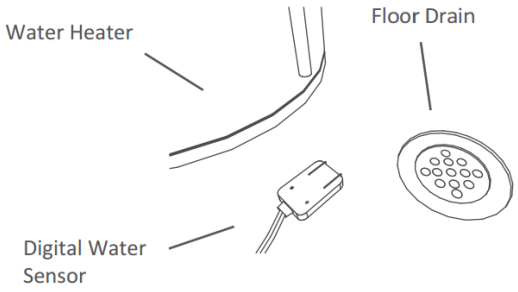


5. Install Sensors

The PitBoss comes with two types of sensors designed for different applications. The digital float sensor is designed for use in sump pits. The digital water sensor is designed for use on flat surfaces.

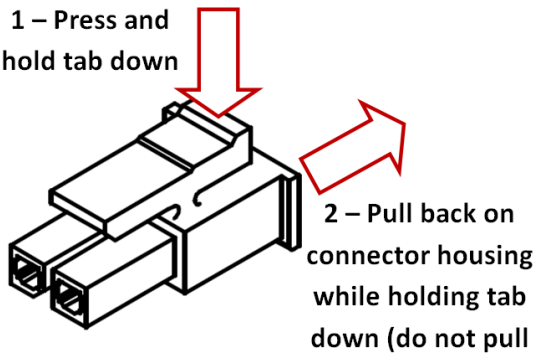
1. Locate one of the mounting straps that came with the PitBoss.
2. Use the mounting strap to secure the digital float sensor to the discharge pipe a few inches below the top of the sump basin.
3. Plug the sensor into one of the sensor input jacks on the bottom of the PitBoss.
4. Position the digital water sensor in a location where you want to detect water. A good location is near a floor drain or under a water heater.
5. Plug the sensor into one of the sensor input jacks on the bottom of the PitBoss.





NOTE: When you unplug a sensor, avoid pulling on the wires or they may be damaged. Press and hold the tab down while pulling back on the connector housing.

Unplugging a Sensor:



CONFIGURATION

1. Power On and Wait for Cellular Service

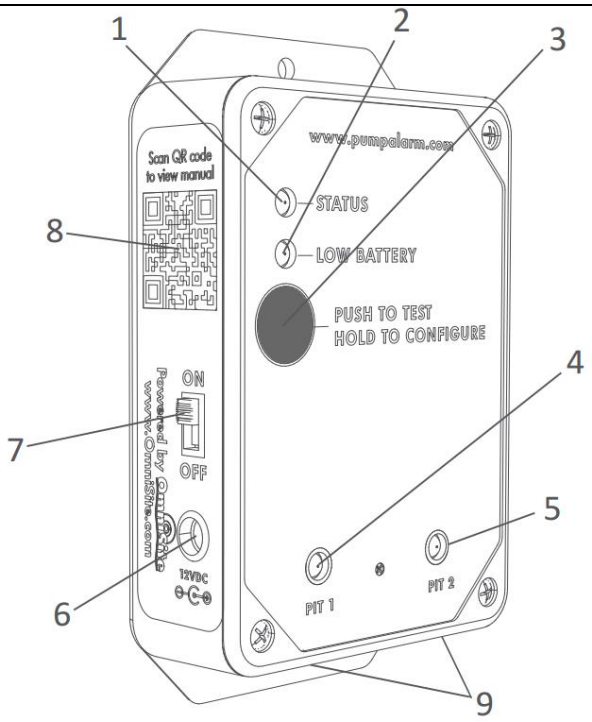
The PitBoss is now ready to be powered on. Once it is powered on, the PitBoss will attempt to connect to the cellular network.

1. Turn on the PitBoss by switching on the on/off switch (7).

2. While the PitBoss is attempting to connect to the cellular network, the status light (1) will blink green.

3. Wait for the status light to turn solid green; this can take up to 1 minute.

   The status light may briefly turn red. If the status light stays red for **more than 1 minute,** refer to the Troubleshooting section of this manual.



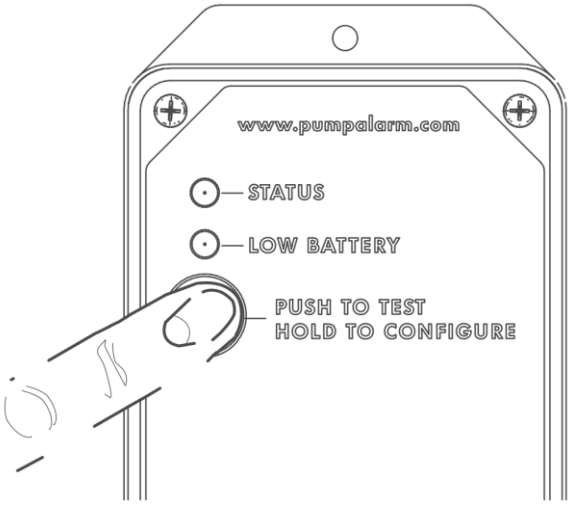
2. Put the PitBoss in Configuration Mode

The PitBoss must be in configuration mode before it will allow you to configure it.

1. Press and hold the “Push to Test/Hold to Configure” button for 3 seconds until the PitBoss chirps twice.

2. The status light will begin to blink red and green.

   NOTE: The PitBoss will stay in configuration mode for up to 1 hour, or until you press and hold the “Push to Test/Hold to Configure” button for 3 seconds.



3. Configure Notification Phone Numbers

The PitBoss will send notifications to up to three phone numbers. The phone numbers are configured by sending the PitBoss text messages from your cell phone. You must configure at least one phone number for text messaging notifications.

1. Using your cell phone, compose a new text message to the PitBoss contact added earlier.

2. Send a text message to your PitBoss formatted as follows:

   phone1 [Your Cell Phone Number]

   Example: phone1 55512374567

   NOTE: The phone number must be 10 digits long, which includes the area code.

3. When the PitBoss receives the message, it will chirp twice and then it will respond with a text message that contains the current settings of the PitBoss.

   You should wait for the text message response on your phone before proceeding.

   If an error occurs while processing your text message, the PitBoss will beep 3 times.

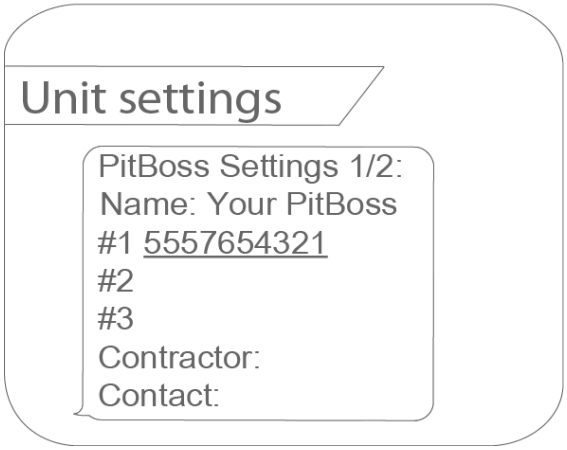
4. Repeat these steps for up to two other phone numbers:

   phone2 [Phone Number To Add]
   phone3 [Phone Number To Add]

   NOTE: These commands must be individual text messages -- you cannot combine multiple commands in one text message.

EXAMPLE CELL PHONE SCREEN:

EXAMPLE CELL PHONE SCREEN:



4. Configure the Name of Your PitBoss

You can give your PitBoss a name that it uses in the notification messages it sends.

1. On your cell phone, compose a new text message to your PitBoss' phone number.

2. Send a text message to your PitBoss formatted as follows:

   name [Name]

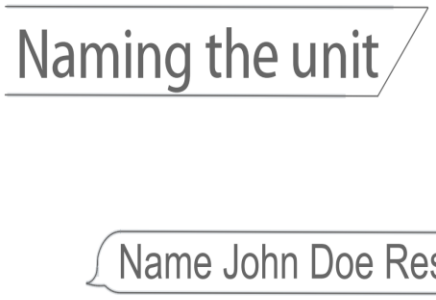
   Example: name John Doe Residence

3. When the PitBoss receives the message, it will chirp twice and then it will respond with a text message that contains the current settings of the PitBoss.

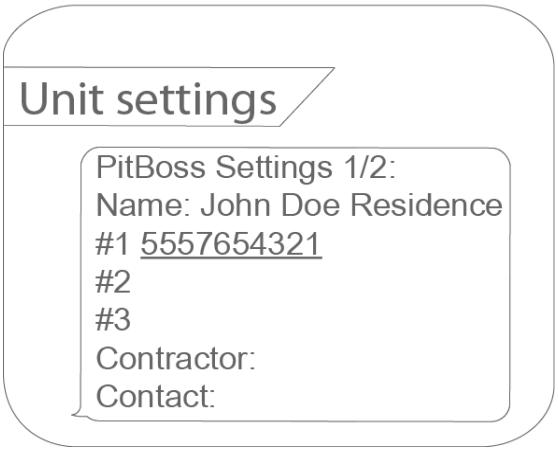
   You should wait for the text message response on your phone before proceeding.

   If an error occurs while processing your text message, the PitBoss will beep 3 times.

EXAMPLE CELL PHONE SCREEN:



EXAMPLE CELL PHONE SCREEN:

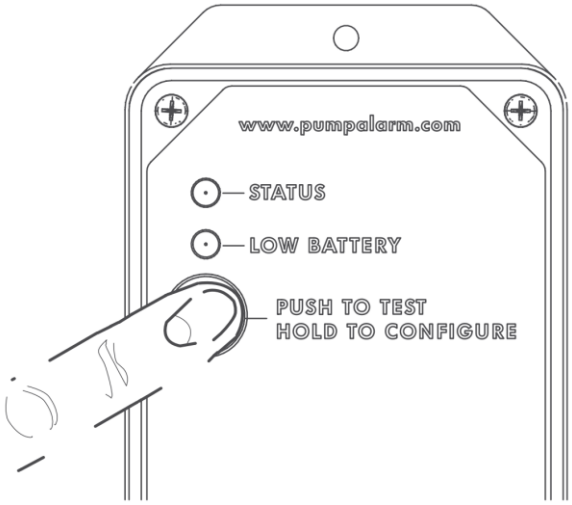


5. Exit Configuration Mode

Configuration is complete, so you can exit configuration mode.

1. Press and hold the “Push to Test/Hold to Configure” button for 3 seconds until the PitBoss chirps twice.

2. The status light will stop blinking red and green.



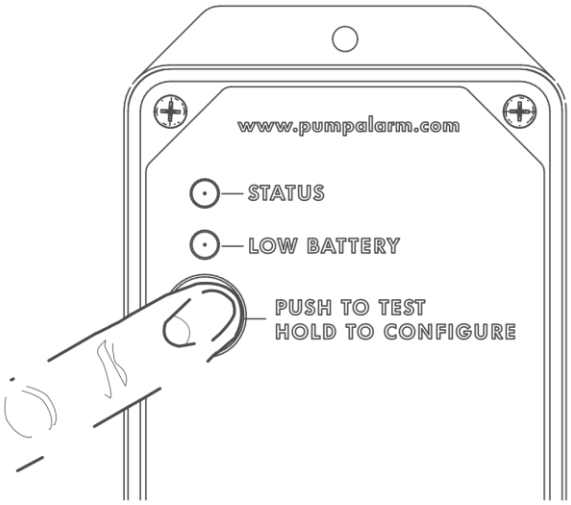
TESTING YOUR PITBOSS

1. Test Your PitBoss

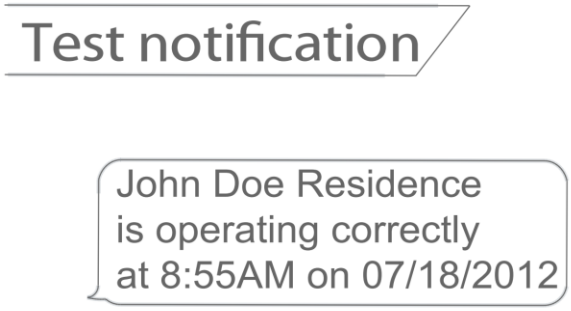
You can test your PitBoss at any time by pressing the “Push to Test” button.

1. Momentarily press and release the “Push to Test/Hold to Configure” button.

2. The PitBoss will send a test notification to all phone numbers that have been configured.



EXAMPLE CELL PHONE SCREEN:



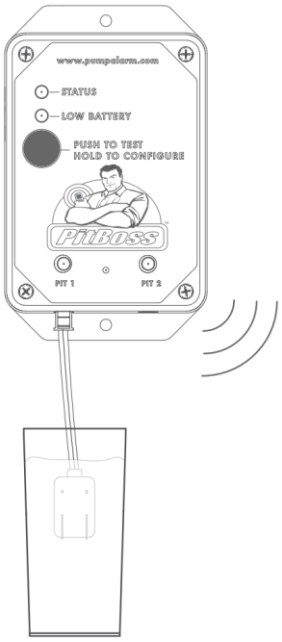
2. Test Your Sensors

The sensors can be tested at any time by submerging them in water.

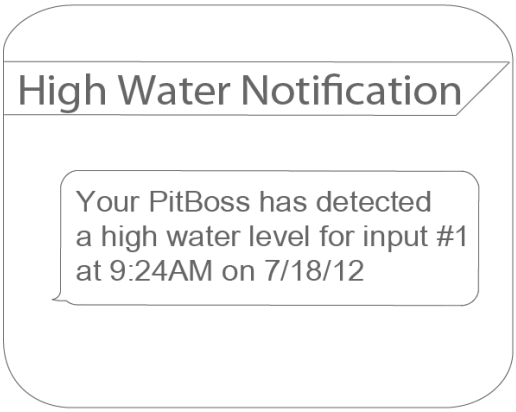
1. Fill a drinking glass with tap water.
2. Submerge the sensor in the drinking glass.
3. The PitBoss should begin to sound its alarm and each phone number you configured will receive a notification text message.

   You should wait for the text message notification on your phone before proceeding.
4. Remove the sensor from the drinking glass.
5. The PitBoss will stop sounding its alarm and each phone number you configured will receive a notification text message.

   You may need to dry off the surface of the sensor if the PitBoss does not stop sounding its alarm right away.
6. Repeat the steps above for the other sensor.



EXAMPLE CELL PHONE SCREEN:



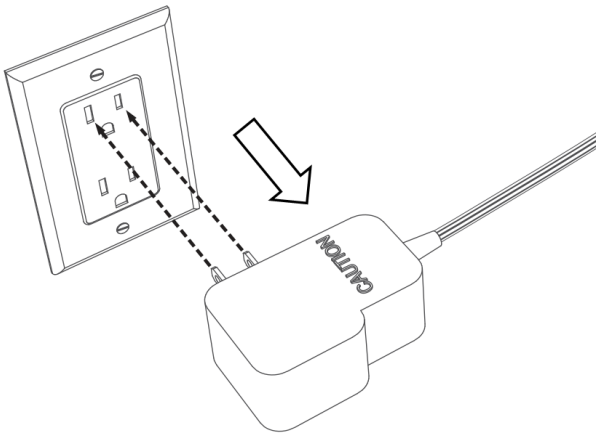
3. Test Your Backup Batteries

1. Unplug the A/C power adapter from the 120 VAC outlet.

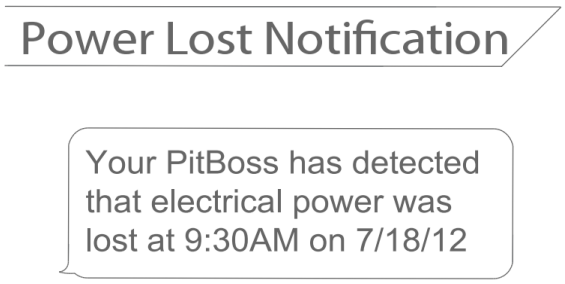
2. Once the PitBoss detects that power was lost, each phone number you configured will receive a notification text message.

   You should wait for the text message notification on your phone before proceeding.

3. Plug the A/C power adapter back into the 120 VAC outlet.



EXAMPLE CELL PHONE SCREEN:



4. Testing is Complete

1. Your PitBoss has been tested and is working properly.

2. You should periodically perform these tests on the PitBoss to ensure you are always protected.

ADVANCED CONFIGURATION

Contractor Name and Contact Configuration

Your PitBoss allows you to configure a contractor name with associated contact information. When this information is configured, the PitBoss appends this contact information to the end of alarm notifications (input alarms, low battery, power loss, etc.) so you know who to call in an emergency. The PitBoss must be in configuration mode to process these commands.

For example, a pit input alarm will be formatted as follows:
[PitBoss Name] has detected a high water level for Pit #1 at [HH:MM AM/PM] on [MM/DD/YY]. Please contact [Contractor Name] at [Contact Info] for assistance.

Command	Example	Description
contractor [name of contractor]	contractor Bob's Plumbing	Sets the contractor name, up to 20 characters long
contractor none	contractor none	Clears the name of the contractor
contact [contact info of contractor]	contact (555) 666-7777	Sets the contact information for the contractor, up to 14 characters long
contact none	contact none	Clears the contact information for the contractor

Configuration Switches

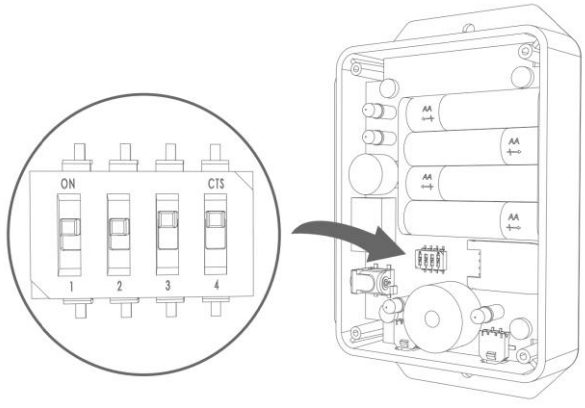
Your PitBoss has four configuration switches that allow you to customize your PitBoss. The switches are accessible by removing the cover of the PitBoss. Ensure that the PitBoss is powered off before making any changes to the configuration switches.

(1) **Switch 1 – Audible Alarm Enabled**
On – Enable audible water alarm
Off – Disable audible water alarm

(2) **Switch 2 – Text Notifications Enabled**
On – Enable text message notifications
Off – Disable text message notifications

(3) **Switch 3 – Configuration Mode Bypass**
On – PitBoss will process incoming text message commands without being in Configuration Mode
Off – PitBoss must be in Configuration Mode before it will process incoming text message commands

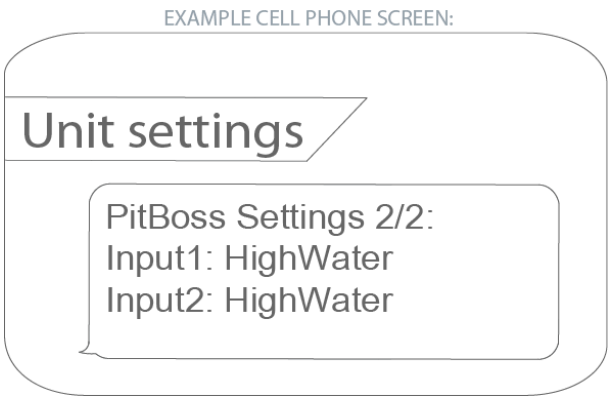
(4) **Switch 4 – Not Used**
Not used



Sensor Options

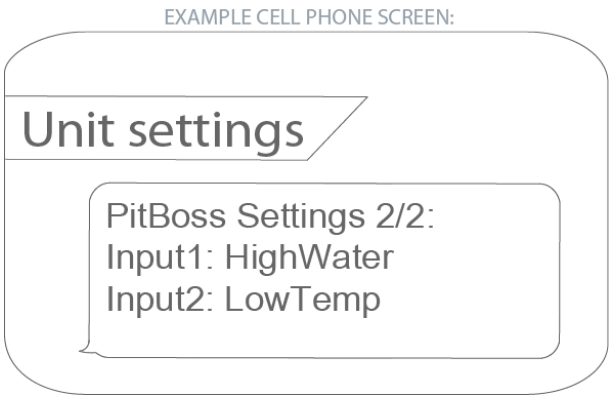
Water Conductivity Sensor or Float (default)

The default input modes for the PitBoss are for monitoring a normally-open water conductivity sensor or float. If the settings have been changed previously, send the below command to revert the settings to default in the Pitboss. The PitBoss must be in configuration mode to process this command.

Command	Example	Description
input[input channel] HighWater	Input2 HighWater	Sets Input #2 in High Water monitoring mode (Water conductivity sensor or float ONLY)
Response from Command		
		

Low Temperature Sensor

The PitBoss can be configured with the Low Temperature Sensor accessory, sold on the PitBoss website. Consult the Temperature Sensor Installation guide that comes with the accessory. Using the sensor requires the user to configure the input mode. The sensor is a normally-closed device and will not function properly until the below steps are taken. The PitBoss must be in configuration mode to process this command.

Command	Example	Description
input[input channel] LowTemp	Input2 LowTemp	Sets Input #2 in Low Temperature monitoring mode (Normally-Closed contact ONLY)
Response from Command		
		

Once the command is received by the PitBoss, an alarm will be triggered on the input channel. This is because the input is now looking for the normally-closed, low temperature sensor.

Snap the connector of the sensor into the input on the bottom of the PitBoss unit. Once connected, the alarm should be silenced. If the alarm does not silence, please contact Technical Support.

You will now receive a text message alert should the temperature drop below the specified temperature of the sensor.

To test the low temperature sensor, hold an ice cube or bag of ice against the bottom of the sensor and wait for the alarm. Freeze spray is also a useful option for testing the sensor. Do not submerge the sensor in water.

GENERAL OPERATION

Sensor Inputs

The PitBoss has two inputs that can be used with PitBoss sensors. When the system detects an alarm condition for an input, it will sound an alarm, toggle the corresponding sensor status light, and send a text notification. The PitBoss will also send a text notification when the input returns to a normal condition.

Backup Battery Operation

The PitBoss uses 4 AAA batteries as a backup power source. The PitBoss monitors these batteries and sends text notification if they are low or critically low.

When the batteries are low, the system has limited battery runtime and should be replaced soon. If the batteries are critically low, the system will not likely operate and the batteries should be replaced immediately. When the batteries are critically low, the PitBoss chirps every 30 seconds.

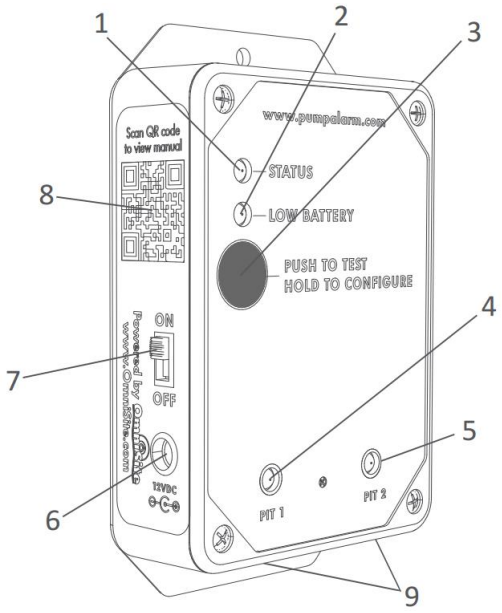
Power Loss Detection

The PitBoss sends a text notification when electrical power is lost and restored. Power must be lost for 5 seconds before the PitBoss will send the text notifications.

The PitBoss goes to sleep after 5 minutes to conserve the backup batteries while electrical power is lost. When the PitBoss detects that electrical power has been restored, it will wake up.

While the PitBoss is sleeping, it is still monitoring the pit inputs. If it detects water, it will wake up and send a text notification. It takes about 30 seconds for the PitBoss to wake up.

LIGHT BLINK PATTERNS



Status Light (1)

Green Flashing[1]	Sleeping, on backup battery power
Green Blinking[2]	Not ready/Attempting to connect to cellular
Green Solid	Ready
Red Solid	Cannot connect to cellular network
Red/Green Blinking	Configuration mode
Red Blinking Fast	An error occurred

Low Battery Light (2)

Off	Batteries normal
Flashing	Batteries low or critically low

Pit Sensor Lights (4 and 5)

Off	Water not detected
Toggles On and Off with Sounder Alarm	Water detected

[1] Flashing = Light will turn on very briefly and then it turns off for two seconds
[2] Blinking = Light will toggle on and off every second

COMMANDS SUMMARY

The PitBoss accepts commands sent via text message. Upon receipt of commands, the PitBoss will chirp (beep) twice and send a text message response to all phone numbers configured in the unit. If an error occurs while processing command, the PitBoss will beep three times.

Command	Example	Description
name [name of PitBoss]	name Basement PitBoss	Sets the name of the PitBoss to be used in text notifications, up to 20 characters The default name is “Your PitBoss”
phone1 [phone number]	phone1 5556667777	Sets the first phone number to send SMS notifications to
phone1 none	phone1 none	Clears the first phone number
phone2 [phone number]	phone2 4445556666	Sets the second phone number to send SMS notifications to
phone2 none	phone2 none	Clears the second phone number
phone3 [phone number]	phone3 3334445555	Sets the third phone number to send SMS notifications to
phone3 none	phone3 none	Clears the third phone number
contractor [name of contractor]	contractor Bob’s Plumbing	Sets the contractor name, up to 20 characters long
contractor none	contractor none	Clears the name of the contractor
contact [contact info of contractor]	contact (555) 666-7777	Sets the contact information for the contractor, up to 14 characters long
contact none	contact none	Clears the contact information for the contractor
settings	settings	Unit responds with the current settings of the PitBoss
status	status	Unit responds with the current status of the PitBoss
input1 [LowTemp or HighWater]	input1 LowTemp	Sets the input mode for low temperature monitoring and responds with the current settings of the PitBoss
input2 [LowTemp or HighWater]	input2 HighWater	Sets the input mode for high water monitoring and responds with the current settings of the PitBoss

NOTIFICATION MESSAGES SUMMARY

Message	Description
[PitBoss Name] has detected a high water level for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Water is detected by sensor 1.
[PitBoss Name] has detected a high water level for input #2 at [HH:MM AM/PM] on [MM/DD/YY.	Water is detected by sensor 2.
[PitBoss Name] has detected a normal water level for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Water is no longer detected by sensor 1.
[PitBoss Name] has detected a normal water level for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	Water is no longer detected by sensor 2.
[PitBoss Name] has detected a low temp condition for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	A low temperature condition is detected by input 1.
[PitBoss Name] has detected a normal temp condition for input #1 at [HH:MM AM/PM] on [MM/DD/YY].	Low temperature is no longer detected by input 1.
[PitBoss Name] has detected a low temp condition for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	A low temperature condition is detected by input 2.
[PitBoss Name] has detected a normal temp condition for input #2 at [HH:MM AM/PM] on [MM/DD/YY].	Low temperature is no longer detected by input 2.
[PitBoss Name] has detected that electrical power was lost at [HH:MM AM/PM] on [MM/DD/YY].	Electrical power was lost to the PitBoss.
[PitBoss Name] has detected that electrical power was reestablished at [HH:MM AM/PM] on [MM/DD/YY].	Electrical power has returned to the PitBoss.
[PitBoss Name] has low batteries at [HH:MM AM/PM] on [MM/DD/YY].	The backup batteries are low and should be replaced soon.
[PitBoss Name] has critically low batteries at [HH:MM AM/PM] on [MM/DD/YY].	The backup batteries are critically low and replaced immediately.
[PitBoss Name] is operating correctly at [HH:MM AM/PM] on [MM/DD/YY].	The response to the “Push to Test” button being pressed.

PitBoss Settings 1/2: Name: [PitBoss Name] #1: [Phone Number 1] #2: [Phone Number 2] #3: [Phone Number 3] Contractor: [Contractor Name] Contact: [Contractor Contact Info]	The response to any configuration command, and to the “settings” message.
PitBoss Settings 2/2: Input1: [LowTemp or HighWater] Input2: [LowTemp or HighWater]	The response to any input mode configuration command, and to the “settings” message.
PitBoss Status: Name: [PitBoss Name] FW: [Firmware Version] Input1: [N-Normal/A-Alarm] Input2: [N-Normal/A-Alarm] AC Power: [P-Present/NP-Not Present] Batt: [Battery Voltage] Signal: [Signal Strength]	The response to the “status” message

TROUBLESHOOTING

Problem	Cause	Remedy
The status light is on solid red	Bad cellular signal strength	Locate the PitBoss to an area with better cellular reception Locate the PitBoss away from metal objects Locate the PitBoss to a higher elevation
The status light is flashing red quickly	Some type of error has occurred	Power off the PitBoss for 10 seconds and then power it back on
The low battery light is flashing even though I replaced the batteries	The batteries are not installed properly	Ensure the polarity of the batteries are correct The negative end of the battery touches the spring in each holder
	You are using low quality batteries	Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
	You did not power off the PitBoss before replacing the batteries	Power off the PitBoss for 10 seconds and then power it back on
The PitBoss is chirping every 30 seconds	The backup batteries are low	Replace the backup batteries Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
All of the lights are flashing on and off and the unit keeps beeping	The backup batteries are too low to power the PitBoss	Replace the backup batteries Use only alkaline batteries such as Energizer or Duracell Do not use “heavy duty” batteries
The alarm is going off even though the sensor is not submerged in water	The sensor has residual water on its surface	Power off the PitBoss, clean and dry the sensor, then power the PitBoss on
	The sensor is dirty	

The alarm is not going off even though the sensor is submerged in water	The sensor is dirty	Power off the PitBoss, clean and dry the sensor, then power the PitBoss on
	A wire pulled out of the connector on the sensor or the connection to unit input jack is loose.	Push both wires firmly into the connector on the sensor and push connector firmly into input jack Contact us for a replacement sensor
Text messages arrive out of order Text messages arrive late	Poor signal strength	Locate the PitBoss to an area with better cellular reception
	Cellular network congestion	No remedy

SPECIFICATIONS

Operating Temperature: 32 degrees F to 150 degrees F

Operating Humidity: 0-90% RH, non-condensing

Cellular Radio: CDMA Dual Band 1xRTT (CDMA2000) 800/1900 MHz

Certifications: FCC Parts 15, 22, 24; RoHS compliant; IC: RSS-132 & 133

Antenna: Integrated, on board

Input Voltage: 12 VDC +/- 10%

Input Current: 0.5 A (max)

Backup Batteries: Non-rechargeable, AAA size, Requires 4 alkaline batteries

Sounder: 2.9 kHz +/- 500 Hz, 100 dBA on 12 VDC, 75 dBA (estimated) on backup batteries

Sensor Inputs: (2) Conductivity sensing or dry contact only

Sensors: (1) Digital float sensor, (1) Digital water sensor

Control Switches: (1) on/off power switch, (1) push-to-test momentary button

Enclosure: NEMA 1 for indoor, basement, or crawlspace. Not recommended for outdoor use

Protection: US Patents #7,228,129 B1, #7,778,633 B2, and #8,060,078 B2

SHIPPING AND WARRANTY STATEMENT

This warranty is good for two (2) years from the purchase date and covers all manufacturing defects.

If the product is damaged for whatever reason, PumpAlarm.com, LLC must first issue a Returned Material Authorization (RMA) number. This number can be obtained by calling PumpAlarm.com, LLC and a copy will be provided by email. A copy of the RMA must be included with any materials shipped to PumpAlarm.com, LLC.

For a unit to be reviewed, the entire assembly must be sent back (unless specifically listed otherwise on the RMA form) to PumpAlarm.com, LLC. The product or component parts will be inspected within 1-3 days from arrival at our facility. If the damage or defect is found to be the fault of PumpAlarm.com, LLC and the device is still under warranty, the device will be repaired at no charge and shipped as quickly as possible. However, **any damages found to be the fault of the Purchaser or any damages not covered under this warranty will not be repaired until a written purchase order is received.**

Any claim under this warranty must be presented during the warranty period and within 30 days after any covered condition has occurred. Upon receipt, the Purchaser should inspect the package contents immediately and file any delivery damage claims with the delivering carrier. PumpAlarm.com, LLC recommends saving the original box and packing material. The Purchaser is responsible for any damage to a product or component parts if returned improperly packaged.

The warranty period shall not be extended by the replacement of materials under this warranty but the remaining warranty period shall continue in effect and be applicable to the replaced or repaired products or component parts areas under conditions of the warranty.

Upon expiration of the warranty period, all liability of PumpAlarm.com, LLC shall be terminated. This warranty does not cover damage due to acts of God (fire, flood, lighting, etc.) nor product misuse and accidental damage.

PumpAlarm.com, LLC shall not be liable for any injury, loss or damage direct or consequential arising out of the use or the ability to use the product. This warranty gives specific legal rights. You may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitation of exclusion may not apply to you.

Payment of the Wireless Service Charge covers ONLY cellular transmission fees and in no way extends any portion of this warranty. This fee does not include out of warranty service or repair.

WARNING: The individual user should take care to determine prior to use whether this device is suitable, adequate or safe for the use intended. Since individual applications are subject to great variation, PumpAlarm.com, LLC makes no representation or warranty as to suitability or fitness of these devices for any specific application.

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Questions or problems with this product?

Contact PumpAlarm.com, LLC directly.
Please do not return to your retailer.

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